

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Clymer, Shawn Allen, et al.  
Serial No. : 10/612,190  
Filed : July 02, 2003  
Title : Early Warning of Potential Service Level Agreement Violations  
(As Amended herein)  
Attorney Docket : RSW920030046US1/IBM037PA  
Examiner : Tang, Kenneth  
Art Unit : 2195  
Confirmation : 4146

MS Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**PRELIMINARY AMENDMENT**

This paper is submitted as a preliminary amendment pursuant to 37 C.F.R. §1.115 and is being filed after the filing of the above-identified application and before the receipt of a first action from the Examiner.

**Amendments to the Specification** begin on page 2 of this paper.

**Amendments to the Claims** are reflected in the listing of claims, which begins on page 3 of this paper.

**Remarks/Arguments** begin on page 11 of this paper.